

OCT 31 2005

## FACSIMILE TRANSMISSION COVER SHEET

Date: 10/31/05FILE NO. 915-418  
10/019,745

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Attorney Docket No.: 915-418  
Application No.: 10/019,745

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

First Named Inventor: Kalle Ahmavaara  
Application No.: 10/019,745  
Filing Date (USC §371): May 9, 2002  
PCT Filing Date: June 30, 2000  
Title: Service Management  
Group Art Unit: 2642  
Examiner: Nguyen, Quynh H.

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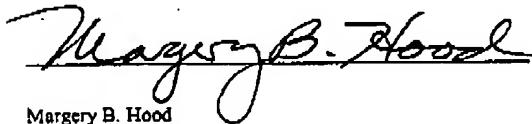
Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

STATEMENT OF APPLICANT

This paper is a supplemental statement from applicant in response to the Examiner's phone interview on October 18, 2005.

CERTIFICATION OF A FACSIMILE TRANSMISSION

I hereby certify that this document is being transmitted via facsimile to the  
U.S. Patent & Trademark Office on the date shown below:

  
Margery B. Hood

Dated: Oct. 31, 2005

Attorney Docket No.: 915-418  
Application No.: 10/019,745

STATEMENT OF APPLICANT

On October 25, 2005, a Proposed Amendment to Claims was filed at USPTO in response to a phone interview with the Examiner on October 18, 2005. In the interview, the Examiner suggested to amend previously rejected independent claims to incorporate allowable features in the allowed claims, in order to place all claims in the application in condition for allowance. Applicant amended claims 2, 4, 5, 7, 9-12, 14-19, 33, 36, 38 and 39, and canceled claims 1 and 28. The amendment, if allowed, should be construed as applicant's effort to make all claims in the application allowable for issuance, not as an agreement to the Examiner's previous rejections on the claims. Accordingly, applicant reserves the right to file a continuation application with the unamended claims.

Respectfully submitted,



Date: Oct. 31, 2005

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